

G-01551A-07-0504 ORIGINAL



0000081143

ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 65697

Date: 1/10/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Catherine L. Last: Gillespie

Account Name: [REDACTED] Home: (000) 000-0000

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: [REDACTED] Zip: [REDACTED] is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. G-01551A-07-0504

01/09/08: correspondence marked CONFIDENTIAL was received as follows:
01/18/08

Received voice message from Ms. Gillespie requesting us to remove the "Confidential" status of her opinion and file in Docket Control.

January 8, 2008

Director
Arizona Corporation Commission

Dear Sir:
Re: Proposed Rate Increase
Southwest Gas and Salt River Project

For those of us who are too old to drive to the Public Hearings:

Please exempt from the proposed rate increases residents over the age of 65.
We are on smaller, fixed incomes plus we need to run our heating/air conditioning during the day, as well as at night which working people do not need to do. We are just over the Energy Assistance requirements.
Please consider our financial status.

Catherine L. Gillespie
Arizona State Government
Retired

C L Gillespie

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AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

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[REDACTED]

P.S. I was "just a Secretary", and we do not make a lot of money to begin with. When I retired my medical insurance increased to \$145.00 per month single coverage!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

01/10

January 10, 2008

Catherine L. Gillespie
[REDACTED]

Dear Ms. Gillespie,

Your letter marked "Confidential" regarding the Southwest Gas ("SWG") rate case has been received. Salt River Project ("SRP") does not come before the Arizona Corporation Commission ("Commission") for rate approvals. Because your letter was marked confidential we must treat it as such and will be unable to place your comments on file with the Docket Control Section of the Commission for staff to make them a part of the record and bring to the attention of the commissioners before a decision is rendered in the SWG application. Consumer letters received and made part of the public record through Docket Control do not include the address or phone number of the sender.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you wish to remove the confidential status of your letter, contact me at [REDACTED] and your comments will be placed on file with Docket Control.

Sincerely,

Trish Meeter
Consumer Analyst
Utilities Division

01/10

Will follow up on 1/18 for customer response.

End of Comments